

KC BizCare Business Customer Service Center

DATE: October 29, 2013

TO: Richard Usher, Assistant City Manager for Small Business & Entrepreneurship

FROM: John Pajor, KC BizCare

SUBJECT: Monthly Report – September 2013

September was a big month for small businesses in Kansas City, Missouri. On September 5 staff attended the grand opening of the Blue Hills Business Center and Contractor Incubator at 5008 Prospect. The new facility features 10 offices for small construction contractors, garages for storage of equipment and a community room for training events. The inauguration of the center is seen as a milestone in one of the Greater Kansas City Chamber of Commerce's Big 5 Initiatives in that it will support the redevelopment of urban neighborhoods.

We would also like to note that the Justine PETERSEN Kansas City Regional Loan fund has already made two loans to one of the tenant-contractors at the Blue Hills facility. Overall in the month of September, Justine PETERSEN made seven loans to Kansas City, Missouri businesses totaling \$212,336.24.

Two events held during the first weekend in September provided opportunities for local artists and merchants to display their products. Westport hosted their annual art fair on September 6th, 7th and 8th. The first Main Street Day on September 7 offered a venue for Main Street establishments and outside vendors to bring their business into the street.

On September 10 staff attended the Big Breakfast event sponsored by Thinking Bigger Business Media, Inc. The event featured Terri Rogers of T2 Productions, Benny Lee of DuraComm, Elisabeth DeCoursey of Kansas City Testing and Engineering, LLC and John McDonald of Boulevard Brewing Company speaking about the keys to their success.

We were fortunate to participate in the first ever Big Ideas for Small Business Summit which was held in Chicago on September 23 and 24. During this event we learned what other small business and economic development professionals from around the country are doing to improve small business services.

All the representatives at the summit were asked to create a poster to showcase a small business related initiative in their city. We choose to feature our collaborative relationship with KCSourcelink. We are very grateful to the Sourcelink team for creating an eye catching infographic detailing the scope of services that they provide to our community.

On September 29 a team from the Kansas City Startup Village hosted the first ever MECA (Most Entrepreneurial City in America) Challenge. This was a metro wide event that paired existing start- up companies with high school and college students in a competition to find solutions to real business problems. Kansas City, Missouri was represented on the panel of judges by the Mayor's Chief Innovation Officer and a member of the BizCare team.

In September Dane Stangler, Director of Research and Policy at the Kauffman Foundation, published a report titled, Path-Dependent Startup Hubs – Comparing Metropolitan Performance: High Tech and ICT (Information and Communications Technologies) Startup Density. In the report Mr. Stangler compared the growth of high tech

entrepreneurship in cities across the country between 1990 and 2010. The report includes a table that shows among large metro areas, Kansas City experienced the greatest increase in ICT startup density for that period. For a full copy of the report please click on the link below:

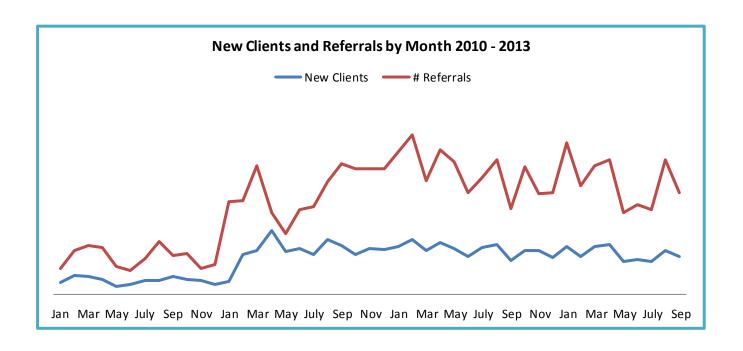
 $\frac{http://www.kauffman.org/what-we-do/research/2013/09/pathdependent-startup-hubs-comparing-metropolitan-performance-hightech-and-ict-startup-density}$

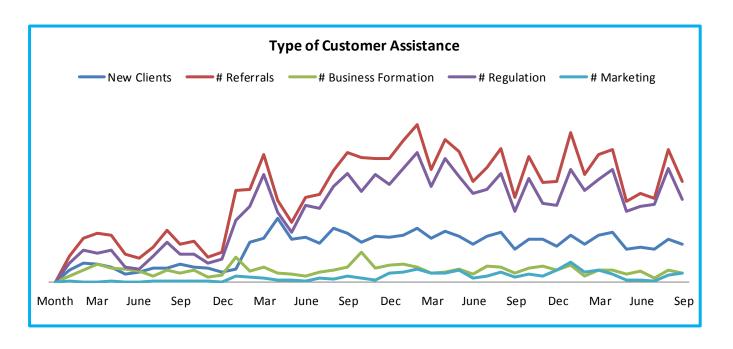
Justine PETERSEN Kansas City Regional Loan Fund - Sep	otember 2013
Kansas City Loans	Total
7 Awarded	\$212,336.24

Networking Contacts Se	ptember 2013
Entity	Date
Kauffman Foundation	9/4/2013
Economic Development Corporation	9/4/2013
Blue Hills Business Center	9/5/2013
MainCor - Main Street Day	9/7/2013
Small Business Monthly Magazine	9/10/2013
Southtown Brookside Waldo Council	9/10/2013
Kauffman Foundation	9/18/2013
Big Ideas Conference - Chicago	9/23-24/2013
Kauffman Foundation	9/25/2013
Kansas City Startup Village	9/29/2013

Month	New Clients	First Time in Business	%	Home-based Business	%
Aug-11	200	22	11.0%	77	38.5%
September	180	56	31.1%	56	31.1%
October	148	40	27.0%	47	31.8%
November	170	45	26.5%	45	26.5%
December	166	48	28.9%	41	24.7%
January	175	59	33.7%	55	31.4%
February	201	86	42.8%	72	35.8%
March	161	72	44.7%	61	37.9%
April	189	87	46.0%	70	37.0%
May	169	81	47.9%	62	36.7%
June	140	62	44.3%	55	39.3%
July	172	70	40.7%	50	29.1%
Aug-12	185	69	37.3%	54	29.2%
September	123	56	45.5%	39	31.7%
October	160	65	40.6%	52	32.5%
November	160	45	28.1%	41	25.6%
December	134	52	38.8%	31	23.1%
January	175	79	45.1%	65	37.1%
February	141	72	51.1%	48	34.0%
March	175	62	35.4%	65	37.1%
April	185	76	41.1%	65	35.1%
May	121	54	44.6%	43	35.5%
June	129	64	49.6%	52	40.3%
July	121	70	57.9%	45	37.2%
Aug-13	160	69	43.1%	56	35.0%
September	141	47	33.3%	59	41.8%
	4181	1608	38.5%	1406	33.6%

Referrals to City, State, Federal Departments & Resource	Partners - September 2013	# of
Entity	Type of Referral	Referrals
City Departments		
Finance - Business Licensing	Regulatory	103
Health - Food Protection	Regulatory	4
Human Relations - M/WBE Program	Business Formation	1
Mayor & City Council	Business Formation	1
Planning & Development - Development Management	Regulatory	3
Planning & Development - Home-based Business, IB # 117	Regulatory	47
Planning & Development - Permits Division	Regulatory	14
Planning & Development - Zoning Clearance	Regulatory	104
State Departments		
Kansas Secretary of State	Regulatory	1
MO Department of Natural Resources	Regulatory	1
MO Department of Revenue	Regulatory	3
MO Secretary of State	Regulatory	15
Federal Departments & Agencies		
IRS Small Business & Taxpayer Information	Regulatory	11
Small Business Administration	Business Formation	2
US Copyright Office	Business Formation	5
Resource Partners		
Buy Black Empowerment Initiative	Business Formation/Marketing	1
EDC Loan Corporation	Business Formation	1
Entrepreneurial Legal Services Clinic - UMKC	Business Formation	7
Farm to Table Kitchen - City Market	Business Formation	1
Full Employment Council	Business Formation	1
Google - Get Your Business Online	Business Formation/Marketing	2
Greater Kansas City Chamber of Commerce	Business Formation/Marketing	1
H & R Block Business & Career Center	Business Formation	2
Hispanic Economic Development Corporation	Business Formation/Marketing	2
Independence Regional Ennovation Center	Business Formation	1
Internet Webpage	Business Formation/Marketing	7
Jackson County Assessment Office	Business Formation	1
Justine Petersen Micro-lending Program	Business Formation	6
Kauffman Foundation	Business Formation	1
KC Food Truck Association	Business Formation/Marketing	1
KC Visitors & Convention Association	Business Formation/Marketing	1
KCSourceLink	Business Formation/Marketing	10
Midwest Center for Nonprofit Leadership	Business Formation	1
Shepherd's Center of the Northland	Business Formation	1
Southtown Brookside Waldo Council	Business Formation/Marketing	3
The Freelance Exchange of Kansas City	Business Formation/Marketing	1
The Greater Kansas City Film Commission	Business Formation	1
Thinking Bigger Guide	Business Formation/Marketing	3
UMKC Small Business & Technology Center	Business Formation	2
Total Referrals:		373





Active Clients June 2009 - Dec 2010	471	542	608	664	695	732	783	850	905	955	993	1041
Month of 2010	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	95	162	181	174	102	89	131	193	142	150	94	111
Number assisted with business formation	23	43	66	52	47	39	22	44	34	43	20	26
Number assisted with regulatory/licensing	69	118	109	118	54	49	96	147	105	103	72	84
Number assisted with marketing	3	1	1	4	1	1	4	2	3	4	2	1
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow -up within 3 weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	9	9	3	8	6	5	5	5	6	7	7	4
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients Jan 2011 - Dec 2011	1189	1351	1586	1744	1871	2022	2117	2317	2497	2645	2815	2981
Month of 2011	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	341	345	472	302	222	313	324	413	481	462	460	460
Number assisted with business formation	92	40	57	35	31	22	38	46	57	111	52	61
Number assisted with regulatory/licensing	231	283	401	259	185	286	273	355	402	290	401	364
Number assisted with marketing	22	18	14	8	6	5	13	12	22	14	7	35
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow -up within 3 weeks	N/A	100%	100%									
Number of networking events	7	4	9	2	6	7	9	13	9	10	13	10
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients Jan 2012 - Dec 2012	3156	3357	3518	3707	3876	4016	4188	4370	4493	4653	4813	4947
Month of 2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of referrals	524	586	419	531	486	374	427	496	314	468	371	374
Number assisted with business formation	66	57	33	38	49	29	60	56	33	53	58	46
Number assisted with regulatory/licensing	421	483	354	459	394	329	346	402	263	386	292	284
Number assisted with marketing	37	47	32	34	43	16	21	38	18	29	21	44
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	4	20	18	8	11	16	7	11	7	8	14	7

Active Clients Jan 2013 - Dec 2013	5122	5263	5438	5623	5744	5873	5994	6154	6295
Month of 2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number of referrals	556	400	472	493	299	329	310	494	373
Number assisted with business formation	63	23	45	43	29	40	16	46	35
Number assisted with regulatory/licensing	420	339	382	420	261	283	289	422	306
Number assisted with marketing	73	38	45	30	9	6	5	26	32
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	10	10	7	17	11	11	13	8	10